RFP VOIP Phone System Questions

VoIP systems come in 2 flavors: A premise-based VoIP solution with hardware that would physically replace your Avaya Partner system, or a cloud-based VoIP solution in which no hardware would be located at your facility, but in the cloud instead. Of the two types, which would the town prefer to implement?

The town would prefer to stay premise base to reduce monthly costs, but please feel free to bid both options.

Is the town interested in a hosted IP voice solution or is the desire to have a premise-based solution?

The town would prefer a premise based solution.

You mention the need for 2 digit dialing between extensions – is this a requirement?

This is not a requirement.

Fax – E-Fax is an option with the hosted solution or do you require a physical fax machine with a dedicated phone line for each fax machine

Dedicated line for each fax machine.

You mentioned Bids can be submitted in a sealed envelope. The question is – can bids be submitted electronically to your email address?

All bids need to be submitted in a sealed envelope to the Selectmens office.

Training – Standard training for end-users and system admin. is normally conducted via electronic means called "Feature Teacher" web-based (on-demand) training. Do you require on-site training (which is billable) or is the Feature Teacher sufficient?

Future Teacher training should be sufficient for our users.

Are you looking for a cloud or premise based VoIP system?

Premise based solution.

Have the HP POE switches been installed and cabling run for the VoiP phones?

They have not been installed yet. This will happen prior to the project beginning.

Both the Old Town Hall and the New Town Hall have conferences rooms. Do you require a conference phone for both locations?

Only a conferen phone for the New Town Hall conference room. The other conference room will have a standard phone.

Do you need both a regular phone and conference phone in each conference room?	Just a conference phone in the New Town Hall conference room and a standard phone in the Old Town Hall conference room.
Under Current Phone Extensions there is a total of 17 extensions + 2 conference rooms. Receptionist is not listed. So is the Total # of phones required 17 regular phones (+ 3 for Highway Garage, Senior Center and Rec) + 2 Conference Phones + 1 Receptionist Phone?	The receptionist is listed as the Secretary with extension 10. We will need a total of 18 phones, 1 conference phone and the 3 remote phones.
In which building will the Receptionist be located?	Receptionist is in the Old Town Hall building asnd is listed as Secretary with extension 10 in the chart.
I was wondering if you could tell me the release date for the VOIP Phone System RFP? I was able to locate the submission/due date, but not when the solicitation was made available.	Bid review will begin once bids are opend on January 28th.
Are you aware that TPx is a NASPO vendor and Connecticut is on the approved list for NASPO?	The town was not aware of this.
Do you need any overhead paging (analog or SIP based) integrated with your phone system?	We do not need overhead paging.
Who is your current ISP?	Comcast Business
What is the make and model of your firewall?	Currently we have a Netgear ProSafe FVS318G. This will be replaced in the near future. That information is not available at this time however.
Who is the current voice carrier at the School District in which you are looking to integrate the Town's new phone system with? TPx can provide that functionality but we would also need to be the registered voice carrier on the School District's PBX. Will this be an issue?	The school utilizes an NEC phone system.
Are you POE Switches GigE?	Yes they are.
For training, are you requiring on-site training or remote training?	Either type will work for our trainig.

Does The Town of North Stonington have CAT5/6 cabling for each location that you plan on connecting a phone?	Yes.
Does the Reception phone need to have a side card/expansion module?	Yes please add to bid.
For your two fax lines, can the fax service be virtual versus copper lines?	Both options can be included.
One question that I had was regarding their remote phones stated on the RFP. Are these phones that they are expecting potential vendors to provide service to? If so, are these in addition to the 19 phones that they stated under phone system requirements (total 22)?	Yes. A total of 22 phones (including the conference phone).
What is the upload and download speed for the city's 2 town hall buildings, the highway garage, the recreation center, and the senior center.	As of 1/21/2020, Speedtest says 20MBPS download and 12 upload at town hall buildings. Remote locations will be tested and shared at a different date but should be about the same at all locations.
Your RFP mentions the city needs to keep the 2 digit extensions on the new system, however most all new voip systems support only 3 or 4 digit dialing. Would 3 digit extensions be acceptable?	3 digit extensions would be ok.
Do you want an option included to add the Town Hall to the existing NEC system at the schools?	Yes pleae this as an option.
With the issuing of a second RFP what area of the specification was not addressed in the original RFP?	The issuing of a second RFP was to not have to utilize our existing cabling for the phone system as that cabling is aging and has sound quality issues.